

A CHILD'S
THOUGHT'S & DREAM'S

Making Every
Home Safe

Annual Report

2004



Department of Social Services



Dutchess County Legislature
Family/Human Services Committee

Sandra Noel, Chairman
Suzanne Horn, Vice Chairman
Barbara Jeter-Jackson
Marcus Molinaro
Camille Price
Robert Rolison
Mark Sheedy
Joel Tyner

Cover Photos *By:* **Laurie Ogden**

of the Clothesline Project Event, October 2004 at the Galleria Mall in Poughkeepsie, sponsored by the Coalition Against Domestic Violence and Sexual Assault in cooperation with Family Services, Inc. and Grace Smith House.

The Clothesline Project began in 1990 as a visual, public display that bears witness to the violence against women. A clothesline is hung with shirts, each created by a survivor or someone who cares about her. Projects have been displayed in communities nationally and around the world.

Advisory Council

Charlie Gatje
Amy Horn Oclatis
Nancy Jacoby
Walter Joseph
Irene Magalski
Maryanne Maruschak
Eileen Miccio
Nancy Newall
Brian Riddell
Elizabeth Spross
Patricia Stumpf
Mary Swartz
Jeanne Wagner
Gail Webster
Steve White

Dutchess BOCES
Community Member
Dutchess County Chapter American Red Cross
The Children's Home of Poughkeepsie
Dutchess County Department of Social Services
Dutchess County Department of Social Services
Dutchess County Office for Aging
Dutchess County Interfaith Council
Dutchess Outreach
County Executive's Office
Dutchess County Department of Health
Dutchess County Legislature
Child Care Council of Dutchess, Inc.
Hudson River Housing
Planned Parenthood

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Messages From

The County Executive

The success in creating viable partnerships to provide a continuum of services countywide is apparent as you review the Dutchess County Department of Social Service's 2004 Annual Report. This is demonstrated through the department's professionalism and creative thinking as well as its dedication to an ever-changing range of services.



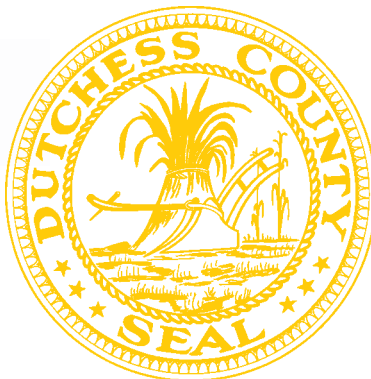
Commissioner Allers and Deputy Commissioner Magalski are proven leaders in their field who have worked diligently this year to forge relationships within the community. This allows the County to still fulfill our goal of providing optimum services by developing the right mix of community partnerships and shared resources.

Dutchess County has many community partners strategically aligned to accomplish what government cannot do alone. As County Executive, I have worked tirelessly to foster these relationships with local governments, law enforcement, business and industry, not-for-profits, educators and the arts so we all benefit from a climate of sharing resources and working together.

Dedication to the highest quality of service is also apparent among the employees at our Department of Social Services. From temporary assistance to foster care, to food stamps, to child support collection - the team of professionals at the Department of Social Services have focused on serving the people in Dutchess County by reaching out to the community through partnerships that ensure mission critical support services are always available. For that, I extend my personal thanks and congratulations to our terrific staff for an extremely difficult job well done.

With best wishes,

William R. Steinhaus
Dutchess County Executive



The Commissioner

Dear Staff and Colleagues:



As I review the year to prepare our annual report, I cannot help but think about our community partners. We saw the strengths and weaknesses of our community partners in 2004. We saw two agencies that were forced to close their doors, as budget cuts were more than their programs could handle.

We also saw agencies partner to preserve and strengthen vital services to those in need in our community. We will highlight one such partnership with DSS, the District Attorney, Dutchess County Probation, Family Services, Grace Smith House, and Westchester/Dutchess Legal Services.

In 2004, I had the honor of being the President of the New York Public Welfare Association. We were involved with both New York State and agents from the Governor's office to influence policies that affect our neediest and most vulnerable citizens.

While I believe that we are in for some difficult fiscal times, I have no doubt that the excellent staffs at DSS and its partners are up to the challenges ahead. Please enjoy our report and feel free to comment on its contents.

Sincerely,

Robert B. Allers
Commissioner

Facts at a Glance

2004 Modified Budget

	Appropriations	Revenues
Administration (Salaries, fringe, materials, other)	\$18,443,056	\$13,421,914
Non-secure Detention	\$1,160,000	\$525,000
Day Care	\$6,000,000	\$5,794,000
Services for Recipients	\$4,036,011	\$2,245,289
Medicaid - Local payments	\$4,400,000	\$5,032,400
Medicaid - MMIS Payments	\$48,000,000	\$10,759,000
Adult Homes	\$0	\$0
Family Assistance	\$10,155,777	\$8,814,851
Foster Care	\$23,643,888	\$16,532,825
Juvenile Delinquents/PINS	\$587,600	\$690,000
State Training Schools	\$1,350,000	\$7,500
Safety Net	\$5,250,000	\$3,186,000
HEAP	\$1,911,383	\$1,836,383
Emergency Aid to Adults	\$122,000	\$66,000
Food Assistance	\$294,512	\$294,012
Total	\$125,354,227	\$69,205,174

Active Cases

as of 12/31/04

Food Stamps	4,607
HEAP	1,844
Medicaid	7,422
Medicaid SSI	4,853
Family Health Plus	1,488
Family Assistance	683
Safety Net Assistance	519
Services	1,452

Active Individuals

12/31/04

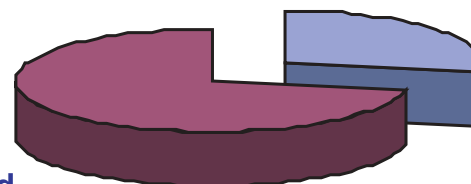
Males	12,850
Females	17,969
Unborn	319

347 Employees

2004 Appropriations

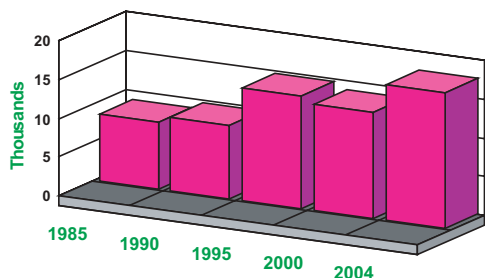


Medicaid Expenditures
72%



All Other DSS Expenditures
28%

Caseload Snapshot



Active Cases by Zip Code

Amenia	166
Annandale	3
Bangall	4
Barrytown	15
Beacon	2,238
Billings	0
Castle Point	3
Chelsea	14
Clinton Corners	128
Dover Plains	487
Fishkill	636
Glenham	35
Holmes	87
Hopewell Junction	736
Hughsonville	15
Hyde Park	885
Lagrangeville	254
Milan	14
Millbrook	259
Millerton	236
New Hamburg	7
Pawling	318
Pine Plains	246
Pleasant Valley	446
Poughkeepsie	7893
City	2245
Town	

Active Individuals

12/31/04

Ages	Numbers
0 – 4	4,047
5 – 12	5,168
13 – 16	2,412
17 – 18	1,014
19 – 22	1,462
23 – 30	2,646
31 – 40	3,064
41 – 50	3,264
51 – 55	1,276
56 – 60	1,067
61 – 64	776
Over 65	4,623



Poughquag	192
Red Hook	495
Rhinebeck	739
Rhinecliff	33
Salt Point	109
Staatsburg	368
Stanfordville	164
Stormville	107
Tivoli	144
Verbank	61
Wappingers Falls	1,888
Wassaic	152
Wingdale	284
Out of County	905

Top Vendors in County

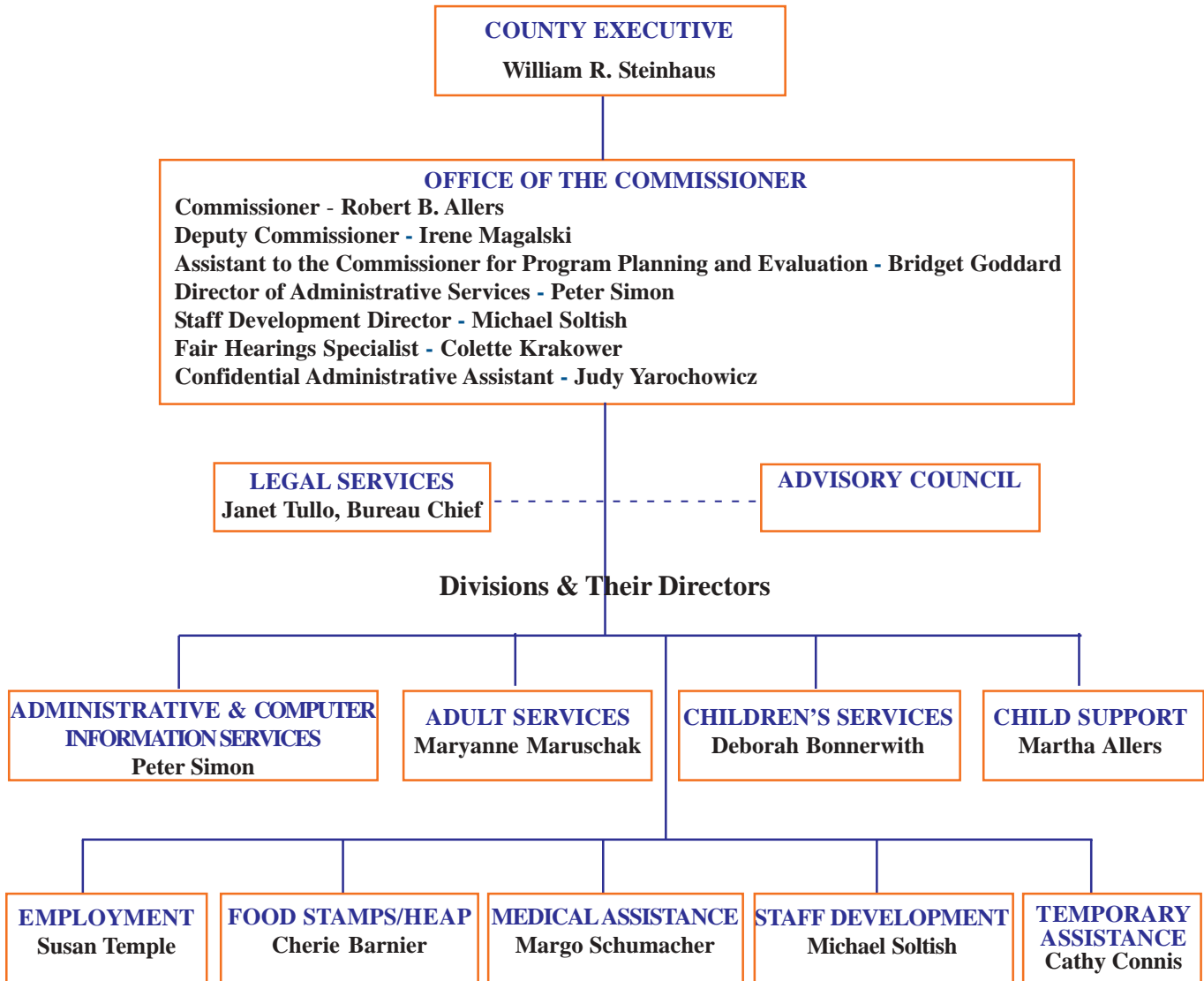
Medicaid payments to local businesses in Dutchess County serve as an economic stimulus and multiplier. Payments in 2004 included:

Vassar Brothers Medical Center	\$12,690,272
St. Francis Hospital	\$10,752,661
Wellcare of New York	\$ 9,487,094
Dutchess County Mental Hygiene	\$ 6,083,495
Lutheran Center at Poughkeepsie	\$ 5,664,617
Ferncliff Nursing Home	\$ 5,513,028
Greystone	\$ 5,045,465
Eden Park Nursing Home	\$ 4,866,187
River Valley Care Center	\$ 4,859,414
NYSARC Dutchess County	\$ 4,311,499
Wingate @ Dutchess	\$ 3,736,551
Wingate @ St. Francis LLC	\$ 2,937,747
Wingate of Ulster	\$ 2,580,865

Top Non-Medicaid Vendors in County

Children's Home of Poughkeepsie	\$2,482,707
Hudson River Housing	\$1,764,520
Astor Home for Children	\$1,153,866
Central Hudson	\$1,119,686
Dutchess County BOCES	\$ 909,651
Grace Smith House	\$ 765,672
Community Housing	\$ 572,000
Family Services, Inc.	\$ 514,802
Community Family Development	\$ 513,237
Econo Lodge	\$ 415,379

Organizational Chart



Our Mission

"To meet the needs of the County's dependent population, as provided by social services law, in a courteous, fair and efficient manner with the aim of restoring each beneficiary to maximum independence."



Employee
of the **Month Awards**

The Employee Recognition Committee has been handing out the **Employee of the Month Recognition Award** for the last sixteen years. Every month, the Committee, whose members represent various divisions and units, meet to read over nominations and vote the following month's award recipient. Each recipient receives a plaque and a free parking space behind the building for one month

January
Janet Cottingham
Adult Services

"Selfless...Her greatest gift is her willingness to give of herself in support of her co-workers."



February
Fran Dunfield
Adult Services

"Always willing to go the extra mile... truly a team player."



March
Frank Traver
Adult Services

"What is more impressive is the team spirit and his commitment to the unit and his fellow workers which he consistently displays."



April
Ann Woolsey
Children's Services

"Consistently works hard and diligently, maintains a positive attitude, and can always be counted on."



May
Michelle Arrucci
Central Files

"A hard worker and very cheerful and helpful."



June
Amber Collins
Adult Services

"A team player at work because she goes out of her way without being asked"



July
Patricia Vogt
Children's Service

"With her characteristic patience, juggles and adjusts to the chronic staff shortages and crises."



August
Barbara Ogden
Adult Services

"Very caring and helps in numerous ways with peoples' lives."



September
Lorelle Wuerz
Children's Services

"Always willing to be on call."



October
Danielle Salvatore
Adult Services

"Danielle's professionalism and care for her clients is an inspiration to the whole unit."



November
Maria Riccobono
Children's Services

"Offers strong advice and sound judgment through experience."



December
Jeanne Guerra
Child Support Enforcement Unit

"Superior collection efforts and persistent endeavor."



Non-Residential Domestic Violence Services

Background

Domestic violence is a far reaching social problem that can have devastating impacts on many segments of the population, not only the adult victims of abuse but also on the children who live with and witness it. Today, it is believed that domestic violence is the most common yet least reported crime in our nation. Both NYS in its regulatory role and Dutchess County in its role as administrator are committed to providing these victims of crime with the comprehensive, coordinated and seamless services they require to overcome the effects of victimization.

“Domestic Violence is statistically consistent across racial and ethnic boundaries”¹

Regulatory Framework

New York State regulations require that counties either directly provide or contract certain core non-residential domestic violence services. These include:

Telephone Hotline Assistance - Immediate crisis intervention counseling, information and referral services to victims of domestic violence through a telephone hotline.

Information and Referral Services - Information about and referral to community services and programs, including referral to residential programs and medical services for victims of domestic violence and their families; and providing perpetrators and alleged perpetrators of domestic violence who request it information and referral to community services and programs.

Advocacy - Liaison services, which include assistance in accessing legal remedies and protections and law enforcement personnel; obtaining medical care, social services, employment and housing; and obtaining and submitting public assistance applications.

Counseling - Individual and/or group counseling to victims of domestic violence.

Community Education/Outreach – Presenting and distributing written materials and using the media to educate the community regarding the need for and benefits of domestic violence services, the dynamics of and the prevention of domestic violence.

¹ Bureau of Justice Statistics Special Report: Violence Against Women: Estimates for the Redesigned Survey (NCJ-154348), Aug 1995

Dutchess County Service Delivery

For many years, we have met these service mandates and enhanced its response to the multiple needs of victims by including a number of optional services through contracting with two domestic violence service providers. Late in 2003 one of the County’s providers indicated that it would be unable to continue to furnish these services. Faced with a possible crisis, but considering it as an opportunity for providing a more coordinated and financially advantageous approach, DSS, together with representatives of the County Executive’s Office, the County Comptroller’s Office and the other County agencies contracting for these services - the Youth Bureau, the Office of Probation and Community Corrections and the District Attorney- formed a task force to craft a course of action.

The County determined that it would be in its best interests to have the DSS take fiscal responsibility for handling the contracting of these services. As a result, DSS took the lead in preparing a joint Request for Proposal on behalf of all of the Departments, which was released on February 6.

Today the County still has two providers of non-residential services – Family Services, Inc. and Grace Smith House. Both agencies deliver core non-residential services, providing much needed redundancy. Beyond the mandated services, Dutchess County contracts with each to provide specialized programs for victims and their families.

Grace Smith House, Inc.
www.gracesmithhouse.org

Legal Services – Through a sub-contract with Legal Services of Dutchess County, an affiliate of Legal Services of the Hudson Valley, Grace Smith House (GSH) has made available a variety of legal services, including:

- ❖ **Pro Bono Attorney Services** – an attorney who recruits, coordinates, trains and supports a network of pro bono attorneys who provide free or sliding scale representation when representing poor and low-income battered women in support, matrimonial and child custody actions in Supreme Court. It also identifies and recruits attorneys who are willing to represent low income clients in areas other such as housing, public benefits and disability.

Legal Services

(6/1/04-12/31/04)

Cases Seen	697
Orders of Protection Filed	652
Modifications Filed	27
Violations Filed	41

This attorney also identifies and works with groups serving domestic violence victims, sends out mailings and conducts outreach with interested groups concerning training, meetings and services they can provide or utilize.

- ❖ **Divorce Program** - Direct representation to low-income (recipients of public benefits and working poor) victims of domestic violence in divorce actions in Supreme Court, Dutchess County.
- ❖ **Family Court Representation Program** - Direct representation to low-income (recipients of public benefits and working poor) persons and their children and victims of domestic violence in obtaining Orders of Protection in family offense proceedings, Custody and Visitation Orders on these

petitions; and representation in some child support and spousal support proceedings in Family Court. Also provides other legal relief that may be appropriate to promote the safety and well being of the victim and children in the household.



Family Violence Prevention Program – Operates throughout the County providing additional services to promote safety and self-sufficiency for TANF victims of domestic violence and includes the services of a Latina Advocate. We provide space in our offices for one of the two full time workers. Program’s services include the following:

- ❖ Crisis intervention and immediate assessment of a victim’s situation.
- ❖ Individual and group counseling, which stresses self-sufficiency and addresses the needs identified by victims, options available to ensure their safety, informs victims of the nature of family violence and its effects on children, informs victims of the legal, financial and housing options available to them and assists victims to improve their problem solving skills.
- ❖ Advocacy services.

- ❖ Children’s services including making appropriate arrangements to provide for the education of school-aged children, assisting victims in arranging child care to enable the victim to seek needed services and offering and providing appropriate counseling to the children of domestic violence victims.
- ❖ Transportation to a residential program in an emergency and providing transportation or assisting in order for victims to secure legal, medical, housing, employment of public assistance services.
- ❖ Making home visits.
- ❖ Providing public information services which means participating in a speaker’s bureau and offering informational programs to service clubs, church groups, PTA, etc, informing the general public of the problem, of services available, and of service deficiencies, providing information to the local media, and establishing and maintaining relationships with appropriate community agencies through which referral can be made.

“Domestic Abuse is Not a Problem of Individuals Who Can Be Treated and Made Well. It is Caused by the Attitudes and Conditions Tolerated and Often Condoned by Our Society. A Woman Attempting to Leave a Relationship Must Find a Way To Deal Not Only With Her Abuser, but Also with the Prevailing Attitude of Her Community. Understanding How to Work With an Abused Woman is Important; Understanding that to End Domestic Violence, You Must Work to Change Society is Just as Important”

*Julie Holmes-Smith,
The Family Crisis Shelter Newsletter,
Summer 1993*



DSS Making Every Home Safe

Life Skills Training Program— Operation of a program for survivors of domestic violence, offering a series of workshops that focuses on enhancing and developing life skills to assist them.

Domestic Violence Liaison Services— Provides DSS with the services of a Domestic Violence Liaison who functions as a consultant and provides services to the Children's Services Division. This is a new program in 2004 and its purpose is to identify gaps in services, identify and address barriers that hinder effective communications between the Child Protective Services Unit and domestic violence service providers, and designing and implementing cross-system training modules in Child Welfare.

The operating principles in this endeavor are:

- ❖ Child protective collaboration in safety of children as a priority
- ❖ Child safety can be improved by helping the mother become safe and supporting the mother's efforts to achieve safety
- ❖ Safety for battered mothers and their children can be supported by holding the batterer, not the adult victim, accountable for the domestic violence.

Family Court Advocacy Services—This program, formerly contracted by the Office of Probation, provides domestic violence advocacy services to victims who come to Family Court to seek orders of protection. A worker is located in the Court every day to provide information to victims of domestic violence about the court system and advice about options and the potential consequences of their decisions, help victims formulate a petition when the victim chooses to continue the Family Court process and to accompany the petitioner to court when requested.

In homes where partner abuse occurs, children are 1,500 times more likely to be abused¹

¹Department of Justice, Bureau of Justice Assistance, Family Violence Interventions for the Justice System, 1993

Family Services, Inc.

Domestic Abuse Response Team (DART) Project –

A collaborative criminal justice team, formerly contracted by the District Attorney, that enhances the response to domestic violence cases in the City and Town of Poughkeepsie and the City of Beacon. This team closely supervises cases improving the ability of the system to monitor compliance of defendants and shifting the responsibility of monitoring onto the justice system and off the victim.

The project provides an immediate and coordinated system response and increases batterer accountability and the hope is that it will ultimately reduce case attrition and increase safety of victims. From the time of arrest throughout the disposition of the cases, defendants are monitored and victims have access to services. The overseeing organization is the Steering Committee for a Universal Response to Domestic Violence. The transfer of fiscal responsibility to DSS now results in 50 percent State funding for the parts of the program not federally funded 100 percent.

Research indicates that one of the key factors in a victim's decision to return to the batterer is the lack of emotional, financial and legal support offered after the initial decision to leave the violent partner. The average number of times a victim will leave the violent partner is six before she leaves for good.

Domestic Violence Education Prevention Program—

A school-based comprehensive prevention education program, also contracted by the Youth Bureau. The focus is on providing youth between the ages of five and 21 years with information about domestic violence, teen dating violence, services available, basic rights and options available and accessible to youth, and crisis counseling for youth affected by domestic violence and/or teen dating violence. The program also recruits, trains and supervises community volunteers to work with youth in the schools and with Battered Women's Services as a whole.

Non-Residential Services Program Statistics

Domestic Violence Pro Bono Program

Representation in Divorce Cases	75
Divorces Obtained	27

Divorce Project

Representation in Divorce Cases	122
Divorces Obtained	44

Hot-line Calls

Grace Smith House	1,083
Family Services, Inc.	13,523

Domestic Abuse Response Team

Calls by Police when Batterer Not Present*	1,258
Pre-arraignment Victim Contacts	80
Victims Cases Receiving Follow-up Services	392
Defendants Interviewed by Probation	124

* To BWS Family Services, Inc



Note

Women receiving Medicaid were significantly more likely than other women to report being abused during pregnancy. In 1999, 11% of women receiving Medicaid in New York (excluding NYC) reported abuse during their most recent pregnancy, compared with 2% not receiving Medicaid.

**Child Trends Center for
Child Health Research,
2004**

Core Non-Residential Services

Family Services, Inc.	2,842
Grace Smith House	115 women, 194 children

Family Court Representation Program

Representation in Family Court Case Appearances	254
Family Court Orders Obtained	57

Youth Education Program

Youth	2,075
New Volunteers Recruited to Work in Program	29

Highlights *of the* Year

40 Families Driven to Succeed

As a recipient of \$270, 713 in competitive Wheels for Work II grant funding awarded by the NYS Department of Labor, we combined this award with those funds remaining in our Community Solutions for Transportation (CST) III allocation to continue the program in Poughkeepsie. For the fourth year, the hugely successful CST Program operated by Dutchess BOCES, held on April 29, a large donated vehicle giveaway at the Family Partnership Center with 40 families receiving vehicles. Families were chosen based on specific program guidelines, including their work-related need for transportation.

Ms. Linda Agnello, Commissioner of the NYS Department of Labor participated in the ceremonies, as Governor Pataki's representative to help us honor these hard-working, ambitious families. Also participating were County Executive William Steinhaus and Assemblyman Joel Miller. Other speakers at the program were recipients who shared their stories of how receiving assistance with car repairs prevented them from losing employment or helped them to improve their employment situation.

For the second consecutive year, the Statewide Emergency Network for Social and Economic Security highlighted our CST program for developing and administering one of the most successful transportation programs in NYS. From the program's inception in 2001 to April 2004 165 Dutchess County families were able to secure employment and 405 families retained or improved their current employment as a result of receiving transportation services.



Public Access Defibrillation

In January, 23 staff members who volunteered to act as "lay rescuers" were trained in the use of the Automated External Defibrillator (AED) by the County Health Department. The skills learned are invaluable and can be used in any emergency. Cardiac arrest is a leading cause of death in the United States and early defibrillation is the most important factor in the survival of victims of cardiac arrest due to ventricular fibrillation. The AED is located in the Reception hallway on the first floor and is available for emergency use. Since installation, the AED has been brought to an individual in distress approximately twice a month but so far, no one has needed to be defibrillated.

Family Development Credentialing

On May 14, four DSS employees graduated from the Family Development Credentialing Program. Valencia Bailey, Linda Chesley, Michele Olmo and Marsha Thomas received their program credential at a reception in our offices hosted by Dutchess County Community Action Agency, which, together with Dutchess County Community College, conducts this valuable training.

Resource Parent Brunch

May is National Foster Care Month and to celebrate the Annual Foster Parent Brunch was held on May 21, 2004. We thanked local resource parents for their significant commitment to the lives of vulnerable children. Resource parents have been honored in this manner for at least thirteen years. Awards were presented to honor 22 resource parents who have provided emergency beds for Child Protective service removals.

Staff put together the brunch featuring, bagels, doughnuts fresh fruit, homemade coffee cakes, quiches and deviled eggs. Again, this year, Ted Starzyk, Principal Program Assistant, supplied the beautiful table bouquets as door prizes.

Employee Generosity

Our employees expressed their commitment and generosity to the community again this holiday season. Coordinated by the Adult Services division, staff adopted 145 children from the Salvation Army's Adopt-a-Child program. The Housing Unit collected donations for the Dutchess County Coalition for the Homeless shelter and Hudson River Housing's Wind Chill Fund. Children's Services adopted four families and continued its tradition of a hat and mitten tree for foster children.

In addition, the Child Support Unit also had a hat and mitten tree with donations to Grace Smith House, held a 50/50 raffle for the "Make-A-Wish" Foundation and donated \$200 to the food bank. The Medicaid division adopted two families for clothes and presents while the Special Investigations Unit adopted three families including a special child. Temporary Assistance adopted a family that was a victim of domestic violence.

We were the recipient of the United Way campaign's Community Fund Award. Ted Starzyk, DSS employee and co-chair of the Dutchess County government efforts in this campaign, reported that our employees contributed \$13, 810 towards Dutchess County government's fund raising goal of \$100,000.



Employee Appreciation Day

On May 26, Management and Administrative staff sponsored the 22nd Annual Employee Appreciation Day. This year's fete, The Road to Athens, had DSS Olympic Trials as its theme and featured units competing in Olympic games with the winners getting gold, silver or bronze medals. Each division sent two athletes to participate in each of seven events. Gold medal winners were:

- Basketball** (Table Game) – Jaime Williams, Gwen Hobson
- Gymnastic Rings** (Hula Hoop & Paddle Ball) – Pam Highbridge
- Boxing** (Timed Box & Lid Assembly) – Gloria Marshall
- Soccer** (Foos Ball) – David Garcia, Tom Jones
- Javelin** (Magnetic Darts) – Dave Garcia, Colleen Mahoney
- Discus** (Frisbee Toss) – Geetha Prabhakara
- Golf** (Indoor Putting Green) – Diana Smith

Each unit was asked to create a flag with the best flag Grand Prize awarded to the Medicaid division of a microwave oven. All employees received a DSS mug and were treated to hot dogs, chips, brownies, sports drinks and seltzer.

Elizabeth Ann Karlson Food Bank Dedication

On October 20 we dedicated the Elizabeth Ann Karlson Food Bank in memory of long-term employee Liz Karlson who worked in the File Room. Pat Daby, File Room Supervisor, joined by Nancy Houser, worked tirelessly to organize and set up the Food Bank in the Agency. Pat managed to secure four large cabinets to hold non-perishables and received an anonymous donation of a freezer from a staff member. Pat is an extremely savvy shopper and together with several employees she is able to stock the food bank, which is available to Adult & Family Services and Childrens Services staff that access its stores on behalf of needy clients. Pat is proud to claim that she has never had to say no to a request for assistance.

Adoption Breakfast

For the first time DSS held a special event to honor adoptive parents. On November 23 we invited the parents of the 39 children who had been adopted in the previous year to a breakfast in our offices. Dutchess County Family



Court Judges Peter Forman and Val Sammarco and Chief Clerk of the Court Anna Kosovich attended We presented the parents with

plaques as a token of appreciation.

DSS Making Every Home Safe

Resource Parent Picnic

A picnic for resource parents and foster children was held on August 26, in Bowdoin Park. More than 20 County staff and more than 120 others including foster, adopted and birth children attended. This was the largest turnout ever for the event, which has been held every year for more than twenty years. Commissioner Allers, Loida Morales, Reggie Duncan, Pat Janos and Joe Matteo cooked, and resource parent Elisa Perez's pulled pork, and rice and beans made a hit for the third year.



The Mental Health Association of Dutchess' New Kids on the Block troupe entertained with a puppet show on the theme of prejudice. Great Scott the Magician was invited back again to provide entertainment. Rascal the Raccoon, the mascot from the Hudson Valley Renegades, also made a guest appearance.

Younger children enjoyed themselves fishing in a small pool using poles and fish magnets made by Maria Riccobono, playing baseball and having their faces painted by DSS staff volunteer Marlene Woodason. Older children played baseball, basketball and volleyball. Linda Orlando, Child Protective Services Unit, provided a craft table where children made beaded bracelets and frames for photos of themselves. Earlier in the year, Children's Services staff held a 50/50 raffle and raised over \$400 to defray the costs of the picnic.

After Hours and Off Site Recertification

Using the resource of the Office of Probation and Community Corrections, we continued for the fourth year the after hours recertification program for public assistance, Food Stamps and Medicaid cases. This program accommodates the needs of working persons, permitting them to attend the requisite face-to-face interview during their non-working hours. The interviews, scheduled for one day a month, are held on Thursday nights from 5 PM to 7 PM next door in the Probation Poughkeepsie office. An average of eight recipients/families per month were recertified in this manner.

Again this year we continued our partnership with Dutchess County Community Action Agency by having the Food Stamp Unit schedule recertification interviews at its site in Dover Plains for 100 households who were unable to travel to Poughkeepsie.

Children's Services Council Hosts Conference

On November 18, the Dutchess County Children's Services Council held its seventh annual conference at Villa Borgese in Wappingers Falls. This year's theme was *Technology, Media and the Arts: From Black and White to Satellite... What's Next?* For a change, conference planners decided to target 7th and 8th grade youth instead of those in high school. During the day, the focus was on exploring the social, moral and conflicting impact of technology, media and the arts in delivering messages to society in general and to all of us as individuals.

Through program activities, youth were encouraged to consider the past, appreciate the present and to look for the opportunities that the future holds for each of them. The conference continued to build on the Children's Services Council's commitment to the promotion and celebration of developmental assets, specifically on two of these assets – Constructive Use of Time and a Positive View of Personal Future.

The conference received support from the United Way of Dutchess County, New York State Office of Children and Family Services, and the Dutchess County Youth Bureau. Smoke Free Dutchess and the Junior League of Poughkeepsie provided youth attendees with "goodie bags."

DSS again assisted in planning the conference and provided funding for the keynote speaker, James Gurney, a Dutchess County author and illustrator. Mr. Gurney entertained conference attendees with a slide presentation showing how he created *Dinotopia*, which began as a series of fantasy paintings, developed into a New York Times-best selling

picture book, several video games, and an Emmy Award-winning television program. The author was 13 years old when he first dreamed of becoming an author/illustrator and his empowerment message sought to inspire each young person to find his or her voice in words or pictures.

Mr. Gurney also conducted a workshop demonstrating how to turn careful observation into accurate drawing using a large model dinosaur and an easel. By placing the emphasis on observation rather than expression, all attendees – even those who didn't think of themselves as artists, became more aware of their world and the use of artwork as a tool for growth and learning.

Ten workshops were held including three that featured media personalities. Larry Fisher Hertz, Poughkeepsie Journal reporter and columnist, covered the basics of solid reporting and explained the impact of technology and especially the Internet, and of visual complements. J. W. Stewart, a member of ESPN's news staff, gave attendees a behind the scenes perspective and showed how ESPN delivers what appears to be spontaneous programming but is actually a well thought out and planned process.

Joe Dailey, disc jockey, and Cameron Hendrix, News Director, 92.1 FM, reviewed the basics of radio announcing and discussed the changes occurring in radio today, the impact of the Internet and cable news networks, and what you should do if you are interested in a career in radio. The day also included a performance by Hudson River Playback Theater, which addressed the conference theme.

Staff Honored for Service

Awards for Service were presented by Commissioner Allers, at the May 26 Employee Appreciation Day to:

				
Cheryl Barnier Gail Cashdollar Maryanne Maruschak Frances Sargianis	Robin Berthiaume Kathleen Cole Susan Nott	Debra Bonnerwith Ilashree Gupta Doris Heim Ann Novicki Kimberly Smith Judy Valentino Lorett Wheeler	Barbara Austin Nancy Corman Diana DeFranza-Smith Janee Faulk Geetha Prabhakara Lisa Collins	Patricia Janos Sheree Gover Elena Peratikos Anuradha Sharma

Commissioner's Office

Staff in the Commissioner's Office includes the Commissioner, Deputy Commissioner, Assistant to the Commissioner for Program Planning and Evaluation, the Fair Hearing Specialist, the Commissioner's Administrative Assistant, the Staff Development Director and the Director of Administrative Services. The Commissioner's Office oversees the programs and operations.

Contracts, Policy and Planning

The Assistant to the Commissioner for Program Planning and Evaluation is responsible for:

- Developing all Social Service Departmental plans
- Preparing funding applications for special programs
- Overseeing the contracts
- Preparing and/or responding to requests for proposals
- Producing the Department's Annual Report.



Contract Activity

Assisted Living /Adult Foster Care Services	5
Day Care	19
Detention/Foster Care Institutions	51
Domestic Violence Services	5
Employment Services	9
Nutrition Education/HEAP	3
Genetic Testing	2
Homeless Prevention	2
Integrated Planning	2
Interpreter Services	1
Legal Services	3
Managed Care	4
Medical Exams	3
Memoranda of Agreement	70
Personal Care Related Services/Respite	14
Other Inter-Agency Service Agreements	6
Preventive Services/TASA	17
Resource Parents	138
Service Agreements	5
Total	359

Fair Hearings

Fair Hearings can be requested on a denial, discontinuance or reduction of benefits or services, on matters of State policy, employability status, method of payment of benefits or a failure of DSS to act on an application or request. Hearings are held at DSS, and are presided over by a NYS Administrative Law Judge.

At the hearing, DSS must justify the action it has taken. Clients can have representatives at the hearing and they can present evidence or bring witnesses. Hearings are usually held about one month after they are requested and decisions are rendered within six weeks after the hearing. The Fair Hearing Specialist reports directly to Deputy Commissioner Magalski.

The Fair Hearings Specialist:

- Represents DSS in administrative reviews requested by applicants or recipients, and
- Serves as liaison to the public utility companies and the American Red Cross.



Fair Hearing Activity

	2003	2004
Fair Hearings Scheduled	528	592
Administrative Disqualification Hearings	20	19
Appellant Defaults	115	145
Appellant Withdrawals	138	193
Cases Resolved at or Before Hearing	30	27
Agency Decisions Upheld	270	258
Agency Decisions Reversed	5	15
Inter-jurisdictional Hearings	11	8

Personnel & Staff Development

Personnel and Staff Development includes the training, personnel, and payroll functions. Staff:



- Acts as a liaison with the Dutchess County Personnel and Finance Department and the County Attorney's Office regarding the hire of new employees, transfers, promotions, payroll issues, exit interviews, civil service procedures and other related actions.
- Handles the personnel related matters, recruiting qualified applicants through newspaper advertisements, obtaining certified Civil Service lists, interviewing qualified candidates and making hiring decisions.
- Maintains the personnel files, daily payroll records, coordination of the performance appraisal process, updating of job specifications and title specific tasks and standards.
- Provides employees with information on benefits, leaves of absence, and applications for retirement as well as makes referrals to the County's Risk Management Office for disability benefits and insurance related issues.
- Conducts orientation for all new staff and schedules staff members for any training or education, deemed necessary for completion of job duties.
- Compiles and submit a Training Needs Assessment and Annual Local Training Plan to the State.

Accomplishments *for* **2004**

- * As President of the New York Public Welfare Association's Board of Director's:
 - Successfully lobbied New York State into retaining State reimbursement for preventive services for children at 65%
 - Continued to actively supported the position that the Governor, Assembly and Senate must join together on a plan to address the local fiscal burden of Medicaid.
- * Conducted several public presentations for not-for-profit agencies, educational institutions and the Legislature concerning welfare reform initiatives and Children's Services issues.
- * Served on the NYS Department of Health's Advisory Committee on Local Social Services, providing the State with a local Commissioner's perspective on emerging public policy issues.
- * Served on the Dutchess County Community Development Advisory Committee. This acts in an advisory capacity to the County Executive for the Urban County Consortium Community Development and Housing Programs.
- * Featured speaker at the NYS Children and Family Services Advisory Board on Innovation and Collaboration.
- * Served as a panelist on the Stony Brook University School of Social Work's Youth Speak Out Program forum.
- * Served on the Workforce Investment Board.
- * Member of the new Dutchess County Zero to Three Partnership with the United Way and Astor.
- * Maintained a presence at the Dutchess County One Stop Center, by providing an Employment Unit worker there everyday, to conduct employment orientation for clients and to answer their questions.
- * Continued to support the Family Development Credentialing Program and had four employees earn their credential.
- * Directed \$90,000 in TANF funding to Hudson River Housing to provide case management services in their Follow-Through Program.
- * Served on the Dutchess County HIV Health Services Planning Council and was the keynote speaker at the sixth annual networking breakfast on World AIDS Day.

- * Along with six other County Departments and the Center for Government Research, Inc., the consultant selected to work on the project, participated in the County Executive's Human Services Review Task Force. The goal of this review was to determine efficiency and effectiveness of the County's human services delivery as a unified system and to provide recommendations and advice based on research and knowledge of the services targeted without diminishing the quality of the services provided. The contractor delivered a report with recommendations to the County Executive in August 2004. DSS staff also participated in Phase II of this study, which included two Workgroups – one to address the issue of improving the effective evaluation of programs and the second to improve the coordination of services to children, families and individuals involved in multiple systems.
- * Participated in a panel presentation for mental health professionals at St. Francis Hospital entitled "Poverty in Poughkeepsie: The Personal, Social and Community Impact."
- * Served as a member of the Dutchess County Universal Response to Domestic Violence Steering Committee, Advisory Committee to Dutchess County Drug Courts, Dutchess County Children's Services Council and its Public Awareness Sub-Committee.
- * Served as chairperson of the Children's Services Council's Conference Committee, helped to plan the annual conference and provided funding for the keynote speaker.
- * Participated in PINS Diversion Task Force to assist in the reorganization of the Persons In Need of Supervision diversion process for youth up to age 18.
- * Collaborated with the Dutchess County District Attorney and the Child Advocacy Center in the restructuring of the Multi-Disciplinary Team, which handles child sexual abuse and select physical abuse complaints.
- * While serving as a member of the Dutchess County Workforce Investment Board's Youth Council, participated in the allocation of summer funds and monitored programs that help youth ages 14-21 with school completion, job training and placement.
- * Continued the DSS/Adelphi University Education Program that currently allows six Children's Services staff to work towards their MSW using available Amy Watkins and Consortium funding. Four participating staff is now able to do their field placement through DSS by being supervised in alternative job assignments three days per week Dutchess County is also paying the salary of the field supervisor.
- * Creatively used the new Community Optional Preventive Services funding stream to expand services to vulnerable children and families in this time of fiscal upheaval.
- * Served on the Criminal Justice Council and its Prevention, and Sanctions and Victims sub-committees.
- * Prepared contracts totaling over \$33,000,000 for services, excluding the value of resource parent contracts and Medicaid funded contracts.
- * Developed plans for the use of over \$1,823,778 in funds awarded by New York State.
- * Expedited a joint DSS, District Attorney, Youth Bureau, Probation Request for Proposal for non-residential domestic violence services and a joint RFP with the United Way and the Youth Bureau for preventive services for children.
- * Served as chairperson of the Children's Services Council Integrated County Planning Workgroup.
- * Won 96.8 percent of fair hearings held.
- * Hired 33 new employees, coordinated and processed 13 promotions, 12 lateral transfers and 24 leaves of absence.
- * Coordinated the Dutchess Community College Project through which 24 employees took courses and worked towards a degree in an approved area.
- * Coordinated the annual Employee Appreciation Day celebration and served as the Chair of the Employee of the Month committee.

Administrative Services

The Director of Administrative Services helps develop and present the annual budget, and is responsible for the supervision and coordination of the fiscal and operating functions. The following units are included: Accounting, Central File, Reception, Purchasing, Special Investigations, Welfare Management System, and Computer Information Services.

Accounting

- Audits, processes and accounts for all payments made to or for recipients of assistance or for services
- Prepares and tracks reimbursement claims made to NYS.
- Receives and disburses income for individuals for whom DSS is the representative payee or guardian.
- Discovers, records and pursues third party health insurance to reduce Medicaid expenditures.
- Serves as liaison with medical providers for billing and implement the Medicaid restriction program for clients who over-utilize Medicaid services.
- Issues temporary benefit cards.
- Maintains the Cash Management System of the Welfare Management System (WMS), which accounts for all repayments and recoupsments of benefits for clients who were overpaid.

Central File

- Maintains all closed case records and retrieves files.
- Handles record retention and annual purges of records in accordance with NYS Regulations.
- Issues case numbers for new applicants.
- Does all the case filing for the Temporary Assistance and Child Support Divisions.
- Processes all voter registration forms and manages the mailroom.



Computer Information Services

- Installs, maintains and administers non-Welfare Management System personal computers, servers and systems including the Local Area Network.
- Develops and maintains local applications.
- Provide local PC Help Desk support.
- Serves as liaison with the State, and trains workers for State PC-based systems like Connections in Children's Services and the Electronic Eligibility Decision Support System in Medicaid.
- Does website development and administration and network integration with NYS services.

Purchasing, Fleet Control, Revenue

- Purchases supplies and equipment, orders State and local forms, and maintains the stock room.
- Maintains the petty cash account and pays all administrative bills.
- Coordinates the purchase and maintenance of a fleet of 43 cars and vans with the County Auto Center.
- Reconciles monthly State and Federal revenues and reports the income to the County Finance Department.
- Serves as the liaison with the Public Works Department for repairs, maintenance and cleaning of the building.

Reception

- Screens all visitors and directs them to the appropriate unit or location.
- Distributes applications for assistance, reviews for completeness, and routes to the appropriate division.
- Accepts and routes to other staff documentation submitted by applicants or recipients.

Special Investigations Unit

- Researches, secures and recovers appropriate assets from assistance recipients, including taking mortgages on real estate, placing liens on lawsuits, and filing claims against estates.
- Processes retroactive Supplemental Security Income benefits received, determining what can be retained as repayment of assistance.
- Arranges and pays for indigent burials.
- Determines and recovers overpayments from assistance recipients.

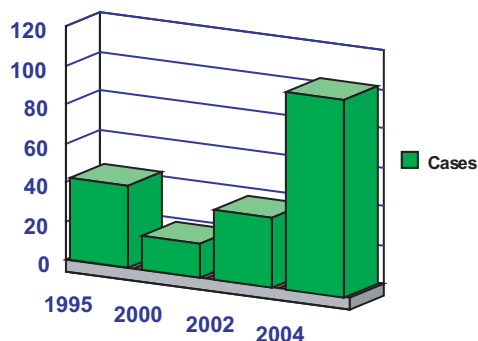
Front End Detection is a federally mandated process that relies on “indicators” (such as working off the books) to target applicants for Temporary Assistance, Medicaid and Day Care for an intensive review during the eligibility determination process before a case is opened and benefits are provided. The unit:

- Makes collateral contacts, performs computer reporting systems checks and makes field visits to assist workers in determining eligibility.
- Conducts fraud investigations on all cases referred by staff, and reports from the public, of recipients fraudulently receiving benefits. The investigation may include field visits, obtaining collateral verification, reviewing computerized records, and interviews to determine if fraud was committed.
- Investigates any instance of fraud identified through the Automated Finger Imaging System (AFIS), which utilizes the latest technology to establish positive identification adults seeking assistance. The system captures demographic data, client photo, and electronic finger images of the left and right index fingers. It is the largest and most sophisticated of any Social Services Finger-Imaging System in the nation and serves as a model for other states.

- Refers appropriate cases to the District Attorney or for disqualification.
- Review the results of computer file matches done by New York State including:
 - An interstate match of individuals receiving assistance in the five contiguous states as well as Florida, Virginia, Puerto Rico and the District of Columbia to ensure that recipients are not receiving assistance in two or more jurisdictions,
 - SSI matches to identify cases that may no longer reside in NYS as well as the United States,
 - Monthly matches with the Department of Correctional Services and the Division of Criminal Justice to identify incarcerated individuals who are in receipt of assistance,
 - Matches with Criminal Justice Services to disclose Temporary Assistance clients who are fugitive felons, parole violators or probation violators. Such individuals are not eligible for assistance.

Number of Burials	
2000	119
2001	108
2002	123
2003	117
2004	109

Cases Closed Due to Fraud



Special Investigations Unit Activity	2003	2004
Completed Investigations	380	746
Confessions of Judgment	97	312
Number of Repayment Agreements Signed	19	65
Value of Repayment Agreements Signed	\$11,377	\$60,493
Food Stamp Disqualifications	9	10
Value of Food Stamp Disqualifications	\$6,800	\$ 2,593
Public Assistance Disqualification	6	13
Value of Public Assistance Disqualifications	\$7,903	\$ 16,617
Fraud Cases Referred for Prosecution	4	6
Convictions Obtained	9	8

DSS Making Every Home Safe

Welfare Management System Unit

- Performs entry of data from an application or authorization into the State Welfare Management System (WMS).
- Makes minor repairs to WMS equipment and reports problems to the State.
- Provides systems training to new workers.
- Coordinates the implementation of any changes or enhancements to the system.

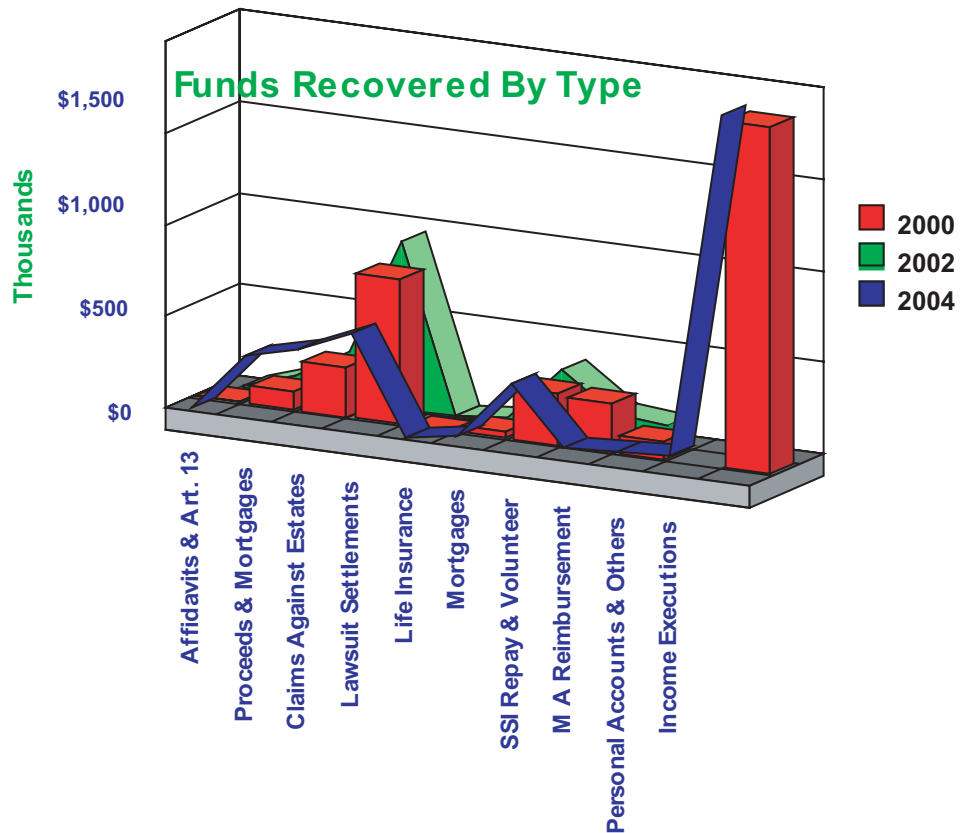
Collection Activity

	2003	2004
Lottery Intercepts	\$16,973	\$5,776
Food Stamp Tax Intercepts (Court Injunction)	\$0	\$0
Fees (Parking, guardian, adoption home study, phone, postage, confessions of judgment, copies, subpoenas)	\$35,465	\$31,127
Cash Collections (TANF, SN, MA, Services FS, SN-SSI Repayments)	\$1,931,747	\$2,313,210
Total	\$1,984,185	\$2,350,114

WMS Data Entry/BICS 2003 2004

Data Entry Transactions 94,724 113,207*

* Includes automated NYS mass re-budgeting's



Resource and Recovery Unit Activity

	2003	2004
Bank & Estate Recoveries from Deceased Clients	\$8,626	\$10,892
Medicaid Property Liens & Mortgages	\$23,160	\$301,991
Claims Against Estates	\$161,238	\$357,279
Lawsuit Settlements	\$416,310	\$472,729
Life Insurance Assignments	\$0	\$0
Public Assistance Mortgages	\$48,661	\$52,356
Safety Net Repayments from SSI	\$277,574	\$337,994
Medicaid Reimbursement	\$340,594	\$57,481
Nursing Home Personal Accounts & Other Recoveries	\$109,889	\$84,859
Income Executions	\$110,729	\$92,840
Total	\$1,496,781	\$1,768,421

Accomplishments *for* **2004**



- * Coordinated and completed the hook up of NY State's fiber optic NYE Net, which replaced the current T1 data connection and increased our bandwidth. State switches are in DSS and Dutchess County Family Court and our computer presence there has been upgraded with the addition of two personal computers in the Support Magistrate's chambers. As a side benefit, we also anticipate being able to access Dutchess County's wide area network.
- * Developed an in-house IT Management System to maintain staff, hardware and software information.
- * Developed an Employment Experience System for the Employment Unit, an Income Execution System for the Special Investigations Unit and a Motel and Shelter Placement Program for Adult Services.
- * The NYS Department of Health eMEDNY Medicaid Data Warehouse became available to us as a tool to mine Medicaid data as well as access to ePaces, a Medicaid Claim status inquiry and response system. The Medicaid Data Warehouse has a long list of benefits including faster access to Medicaid data for analysis. It also provides a common source of data and good information processing tools. The system can produce information for policy decisions, utilization reviews, provider participation analysis, and evaluating health care quality and outcomes. The system uses BI Query for a processing/reporting tool and is supported by five years worth of data in the database.
- * Upgraded our SOS SQL server software and the Welfare Reform Tracking System software.
- * Received 10 decommissioned computers from the Office of Computer Information Services, upgraded and distributed them to staff to replace outdated equipment. Received and installed 90 new personal computers – 40 in the Child Support Enforcement Unit, 43 in Adult Services, four in Reception and three in the Learnline Lab. We also upgraded five personal computers and received 16 printers.
- * Drafted Imaging System requirements for the Department. Dutchess County will be a pilot county for this project, which will be the first step in creating electronic case folders.
- * Increased from 137 to 250 the number of NYS Attachmate users, which we proudly and successfully piloted last year. This allows workers to access the WMS, a legacy system, on high speed, state of the art personal computers and now they can print their documents on high-speed laser printers located throughout the building.
- * Implemented Intelligent Auto-fill Forms (IAF), which is a sub-project under the Statewide Welfare Management System Project that duplicates State forms in the format in which they currently exist. The purpose of the IAF application is to provide relief from the repetitive task of manually entering client information on State forms when a client is already "known" to WMS as either an applicant or case member. It increases accuracy on the forms by providing CINs, dates of birth and Social Security numbers. IAF allows workers to select from a menu of State forms, enter a case or registry number and retrieve certain applicant/client data from WMS, which will automatically populate the "intelligent" form. By year's end more than 45 forms were available to workers helping them become more productive and make better use of their time.
- * Made a presentation at the summer New York Public Welfare Association conference.
- * Printed and distributed over 100,000 authorizations and 18,000 checks.
- * The number of new case numbers issued was 6,304, the most ever.
- * Processed 721 Voter Registration forms.
- * Received over 17,700 pounds of mail.
- * Handled 35,400 State Data Exchange reports and for the Child Support Enforcement Unit, filed over 465,840 documents.
- * The Resource Consultant collected/assigned proceeds of \$1,768,425.
- * The fraud section collected funds and/or received Confessions of Judgments in the amount of \$488,046.
- * The FEDS section for state fiscal year 2003/2004 achieved a gross cost avoidance of \$6,635,706. Of this amount, \$2,289,319 would have been the County's share.
- * Reception staff handled 12,773 individuals filing applications for public assistance, medical assistance and food stamps.

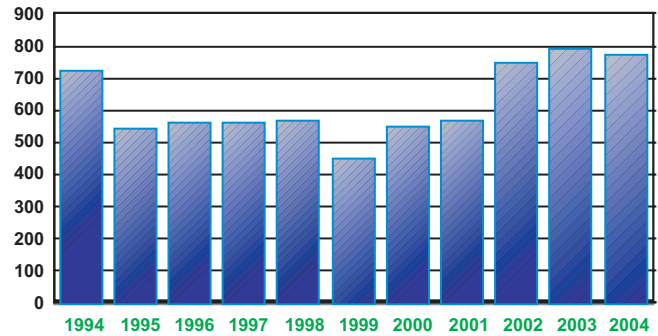
Adult Services

Protective Services for Adults



- Identifies and assists individuals over the age of 18 who, because of physical or mental impairments, can no longer provide for their own needs or protect themselves from neglect or abuse, and have no one willing and able to help in a responsible manner.
- Provides services designed to prevent or remedy neglect, exploitation or abuse and to strengthen clients' capacity to function and their ability to be self-directing. Services may include counseling, locating adequate shelter and clothing, arranging transportation, shopping for the homebound and assisting the client in obtaining other benefits like Medicaid, Social Security Disability / Retirement, SSI and Food Stamps. The primary objective of staff is to help clients to remain in the community.
- Provides services to individuals without regard to income or resources.
- Pursues legal interventions when necessary including assisting clients in obtaining orders of protection, securing admission to a psychiatric facility or Developmental Center or having DSS become protective payee of the clients' funds.
- Pursues guardianship under Article 81 of the Mental Hygiene Law for protective clients who do not have decision-making capacity.
- Works with the Elder Abuse Task Force to provide education to the community about elder abuse, which is often unreported.

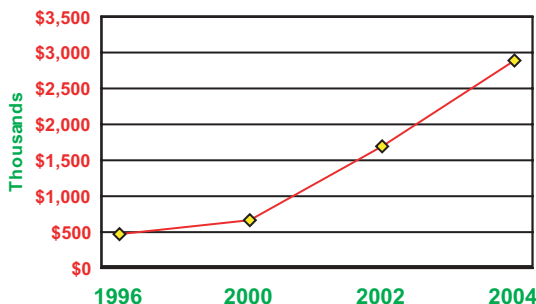
Temporary Housing Numbers



Adult Title XX Services/Housing

- Assists protective service clients in addressing issues that will help them function at an improved level and thus eliminate the need for future protective services. Issues may include health, finances, education, and family planning. These services are provided if the client requests the service and cooperates with staff.
- Attempts to locate housing for Temporary Assistance clients who are faced with an eviction or who are temporarily residing in motels or shelters.
- Arranges for transportation of homeless children to and from school while in temporary shelter and arranges for moving and storage of clients' belongings.
- Works with the Dutchess County Housing Consortium to address the housing crisis in Dutchess County.
- Contracts with YWCA of Dutchess County to run the YWCA Teen Parent Program, which provides mandated comprehensive case management for pregnant and parenting teenagers under the age of 18.

Temporary Shelter Expenditures



Adult Services

	2003	2004
Adult Services Cases Open at End of Year	387	373
Temporary Housing Placements	386	385
Families	175	182
Singles	211	203
Domestic Violence Screenings	99	115
Temporary Shelter Stays in Weeks	10.4	11.0
Temporary Shelter Expenditures	\$2,381,235	\$2,914,832
Number of Persons Placed	791	774

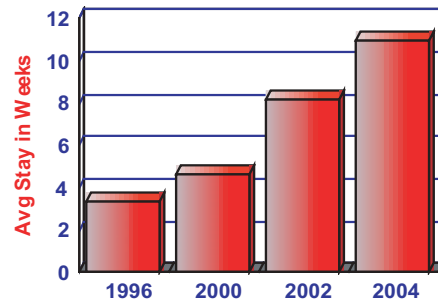
Domestic Violence



- We employ a Domestic Violence Liaison, who:
 - Screens all Temporary Assistance applicants/recipients who self-disclose issues of domestic violence in order to assure that all victims have a safety plan in place.
 - Provides information about resources to assist victims and completes an assessment of their ability to safely comply with social service's rules.
 - Networks with the domestic violence service providers on a regular basis.
- Provides information and referral for domestic violence residential and non-residential services.

- Funds both non-residential and residential domestic violence services under Title XX,
- Contracts with Family Services, Inc., Grace Smith House and the YWCA of Dutchess County to provide shelter and non-residential services including advocacy, community education, hotline services, legal services and counseling.

Temporary Shelter Stays



Accomplishments for 2004

- * Maintained Hudson River Housing's Follow-Through Case Management program and the shelter maintenance program including an increase to \$22,045 for cash security deposits and short-term (less than 4 months) rental.
- * Continued to provide Hudson River Housing with funding to defray the cost of placing individuals who were turned away from the overnight shelter in motels during inclement weather. This year's amount was \$10,000.
- * Continued to enhance our contract with Grace Smith House, for non-residential domestic violence services to include a Latina Caseworker to provide outreach and community education services to the Latina community.
- * Continued to fund an Intensive Case Manager employed by the YWCA of Dutchess County and later by Grace Smith House.
- * Paid \$926,155 to the Grace Smith House, YWCA and Family Services, Inc. for additional services to victims of domestic violence (payments for residential shelter costs are included in public assistance payments). Services include a *pro bono* legal program, whose purpose is to develop a network of *pro bono* attorneys to represent poor and low income battered women in the Supreme Court of Dutchess County and Family Court and Divorce Representation projects. These legal programs have been sub-contracted to Legal Services of Dutchess County.
- * Initiated a case review team in order to allow staff to discuss difficult cases.
- * The Housing Unit sponsored a landlord meeting. Agency staff as well as landlords were in attendance. Anne Saylor, Dutchess County Planning Department, was the guest speaker.
- * In November held a joint division meeting with Temporary Assistance. Temporary Assistance supervisors and Adult Protective Services supervisors gave overviews of their respective units. Pumpkin painting gave both divisions an opportunity to collaborate. A "spooky" good time was had by all.
- * Staff all received computers in anticipation of implementation of an Adult Services Automated Program.
- * Appointed Diane Salvatore as the Domestic Violence Services liaison.
- * Sent five Unit workers to the Domestic Violence Liaison Institute.
- * Served as guardian for 25 individuals and as protective payee for 192 individuals.